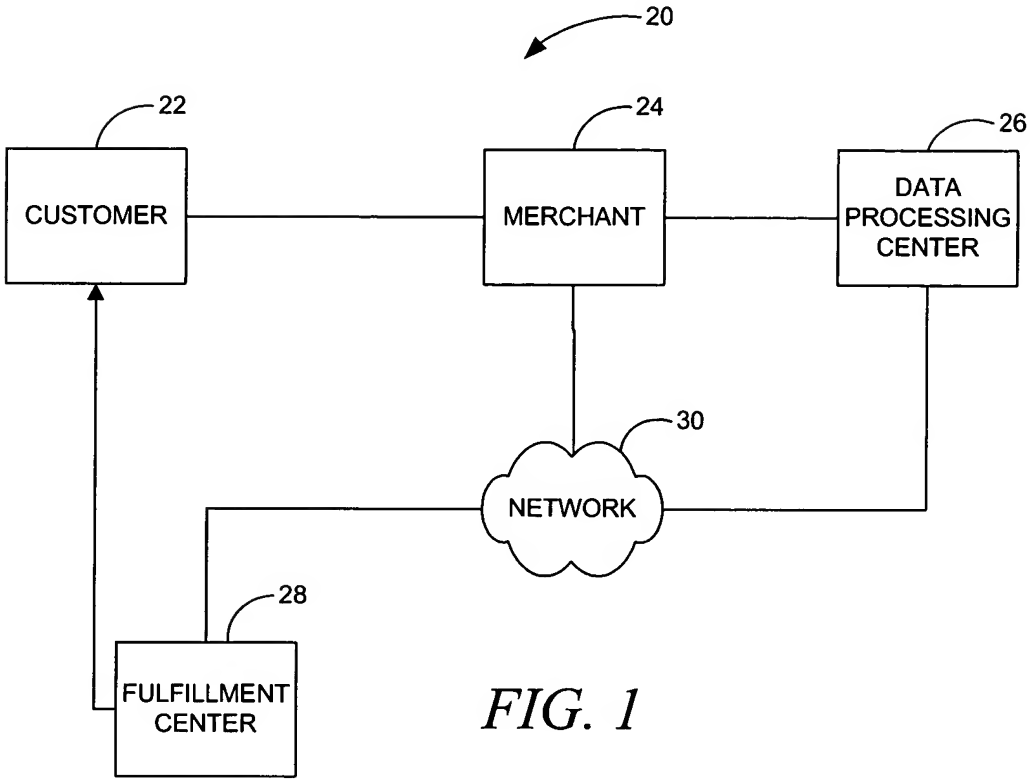
20
22
24
26
CUSTOMER
MERCHANT
DATA PROCESSING CENTER
30
NETWORK
28
FULFILLMENT CENTER

FIG. 1

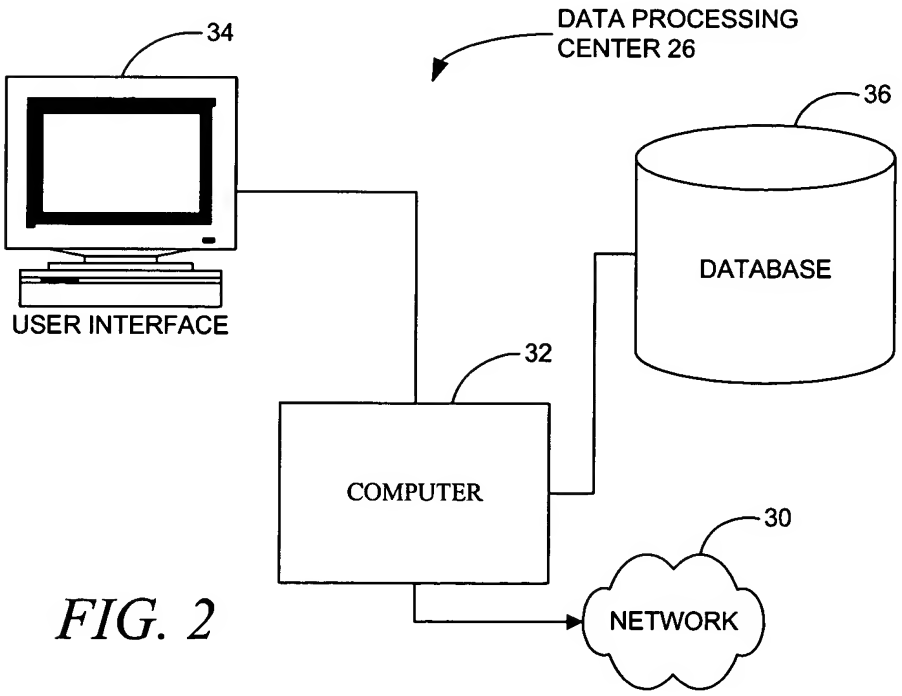
34
DATA PROCESSING CENTER 26
36
DATABASE
USER INTERFACE
32
COMPUTER
30
NETWORK

FIG. 2

POSTAGE RATE DATA 40

POSTAGE CHARACTERISTIC	POSTAGE RATES
WEIGHT	RATES BY WEIGHT
THICKNESS	RATES BY THICKNESS

FIG. 3

CUSTOMER ORDER DATA 42

ORDER IDENTIFIER	CUSTOMER INFORMATION	ORDER INFORMATION	ORDER FULFILLMENT INFORMATION
0001	NAME 1 & ADDRESS 1	ITEM IDS/ QUANTITIES	NUMBER OF MAILINGS/ CONTENTS IN MAILINGS
0002	NAME 2 & ADDRESS 2	ITEM IDS/ QUANTITIES	NUMBER OF MAILINGS/ ITEMS IN MAILINGS

FIG. 4

ITEM CHARACTERISTIC DATA 43

ITEM IDENTIFIER	ITEM WEIGHT	ITEM THICKNESS
0001	A	B
0002	C	D

FIG. 5

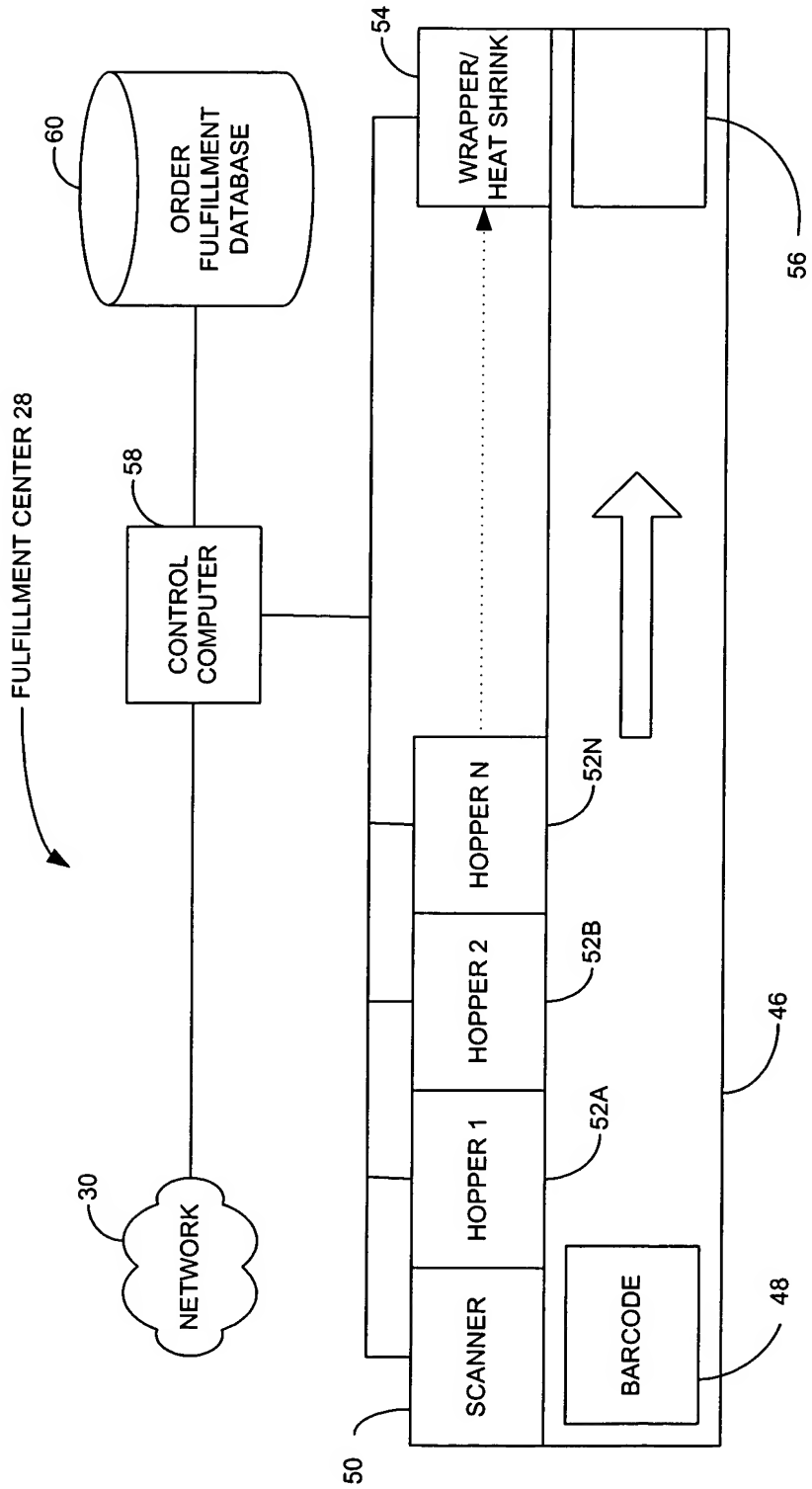
FULFILLMENT CENTER 28
ORDER FULFILLMENT DATABASE
60
CONTROL COMPUTER
58
NETWORK
30
WRAPPER/ HEAT SHRINK
54
56
HOPPER N
52N
HOPPER 2
52B
HOPPER 1
52A
SCANNER
BARCODE
48
46
50

FIG. 6

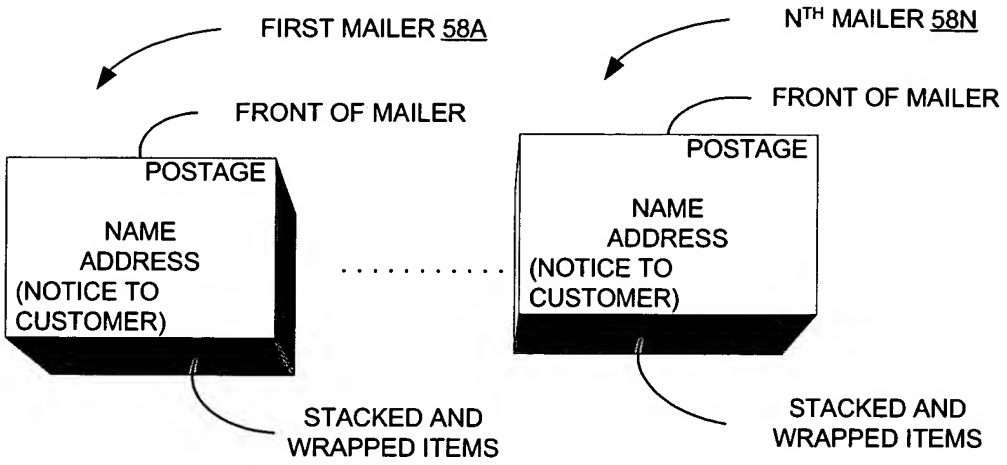
FIRST MAILER 58A
N^TH MAILER 58N
FRONT OF MAILER
FRONT OF MAILER
POSTAGE
NAME
ADDRESS
(NOTICE TO
CUSTOMER)
POSTAGE
NAME
ADDRESS
(NOTICE TO
CUSTOMER)
STACKED AND
WRAPPED ITEMS
STACKED AND
WRAPPED ITEMS

FIG. 8

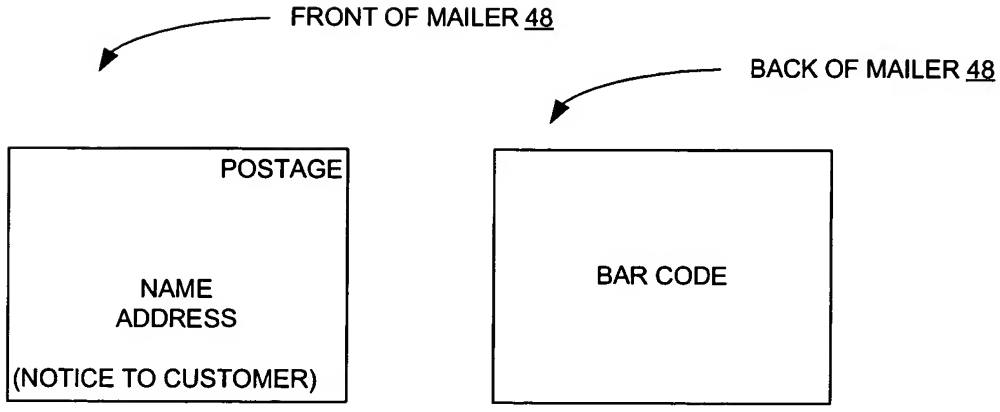
FRONT OF MAILER 48
BACK OF MAILER 48
POSTAGE
NAME
ADDRESS
(NOTICE TO CUSTOMER)
BAR CODE

FIG. 7

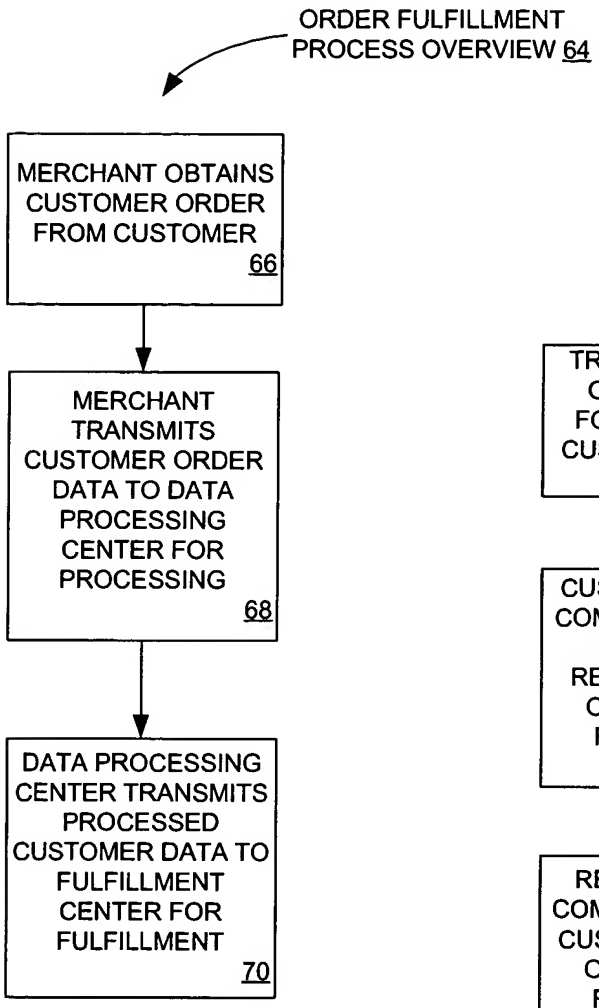
ORDER FULFILLMENT PROCESS OVERVIEW 64
MERCHANT OBTAINS CUSTOMER ORDER FROM CUSTOMER 66
MERCHANT TRANSMITS CUSTOMER ORDER DATA TO DATA PROCESSING CENTER FOR PROCESSING 68
DATA PROCESSING CENTER TRANSMITS PROCESSED CUSTOMER DATA TO FULFILLMENT CENTER FOR FULFILLMENT 70

FIG. 9

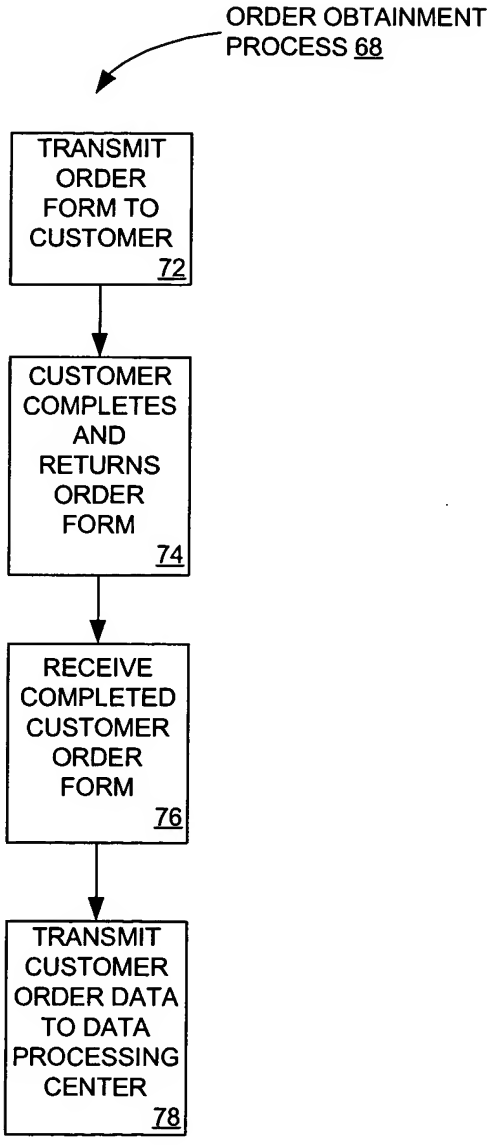
ORDER OBTAINMENT PROCESS 68
TRANSMIT ORDER FORM TO CUSTOMER 72
CUSTOMER COMPLETES AND RETURNS ORDER FORM 74
RECEIVE COMPLETED CUSTOMER ORDER FORM 76
TRANSMIT CUSTOMER ORDER DATA TO DATA PROCESSING CENTER 78

FIG. 10

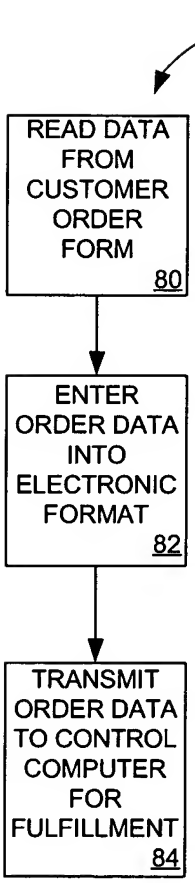
ORDER FULFILLMENT DATA PROCESSING 70
READ DATA FROM CUSTOMER ORDER FORM 80
ENTER ORDER DATA INTO ELECTRONIC FORMAT 82
TRANSMIT ORDER DATA TO CONTROL COMPUTER FOR FULFILLMENT 84

FIG. 11

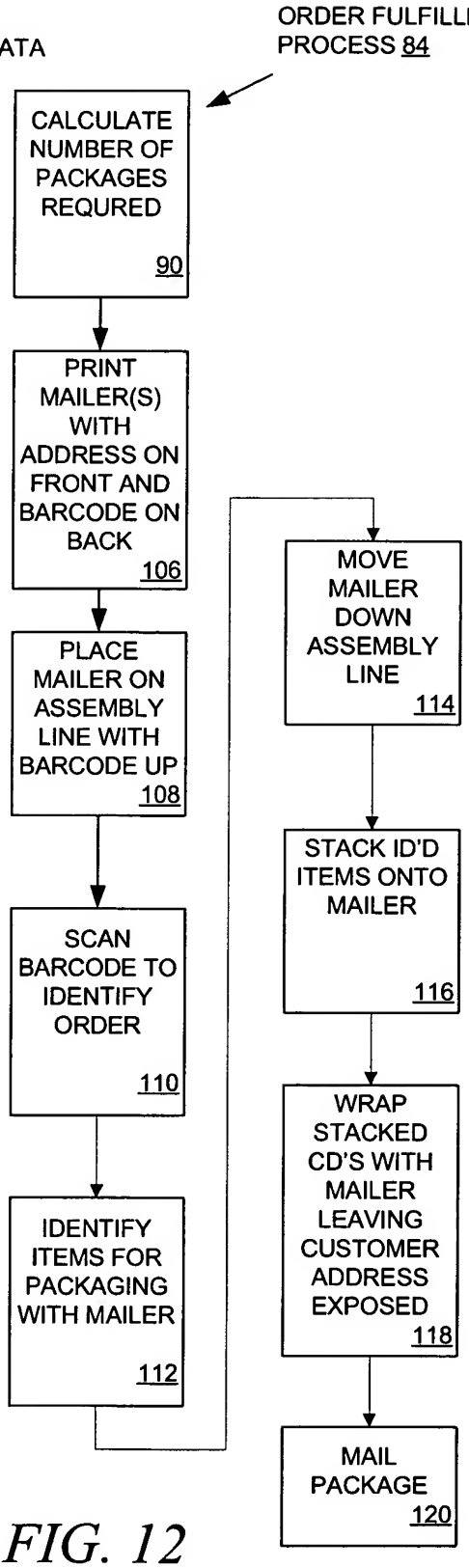
ORDER FULFILLMENT PROCESS 84
CALCULATE NUMBER OF PACKAGES REQURED 90
PRINT MAILER(S) WITH ADDRESS ON FRONT AND BARCODE ON BACK 106
PLACE MAILER ON ASSEMBLY LINE WITH BARCODE UP 108
SCAN BARCODE TO IDENTIFY ORDER 110
IDENTIFY ITEMS FOR PACKAGING WITH MAILER 112
MOVE MAILER DOWN ASSEMBLY LINE 114
STACK ID'D ITEMS ONTO MAILER 116
WRAP STACKED CD'S WITH MAILER LEAVING CUSTOMER ADDRESS EXPOSED 118
MAIL PACKAGE 120

FIG. 12

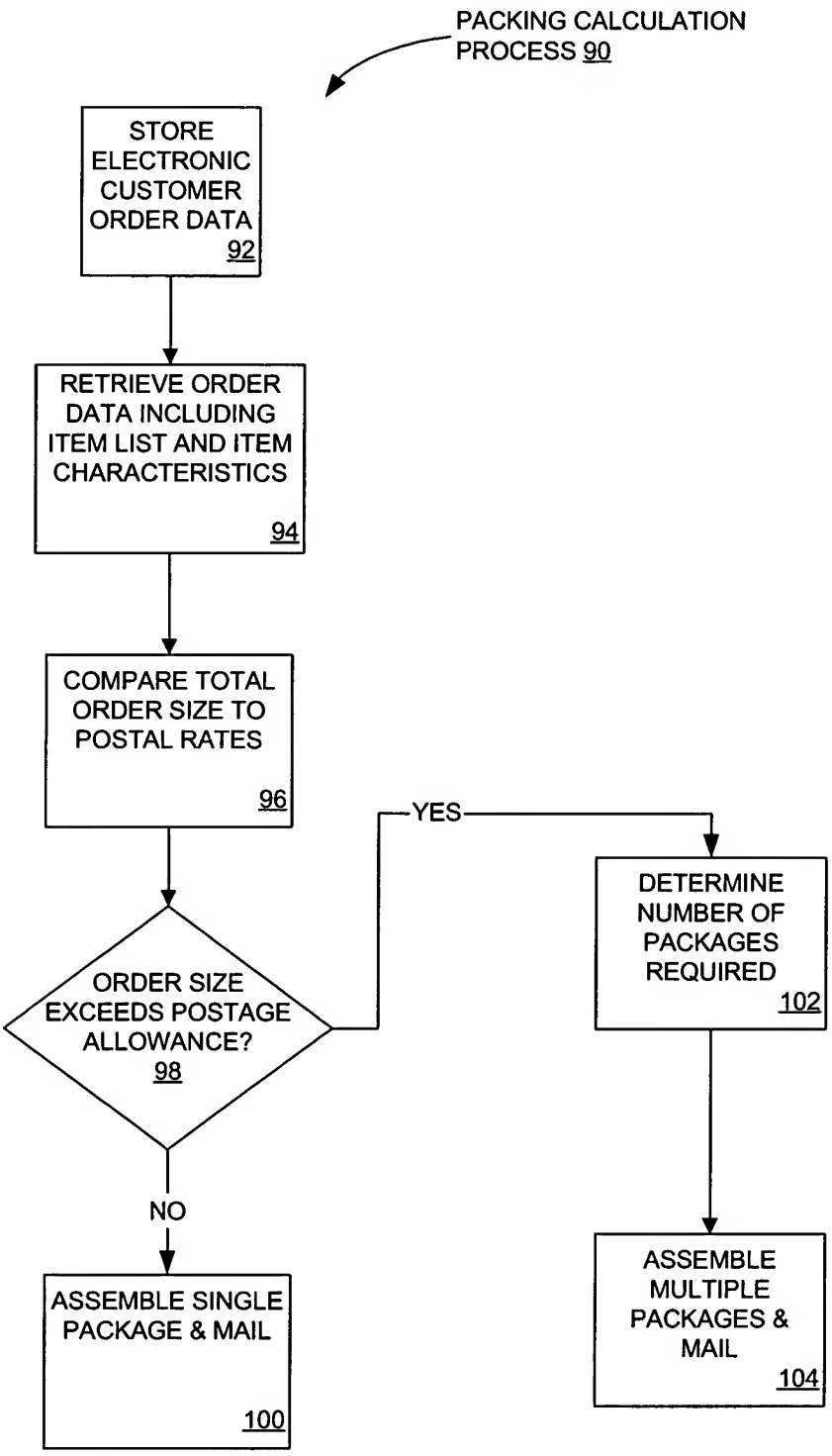
PACKING CALCULATION PROCESS 90
STORE ELECTRONIC CUSTOMER ORDER DATA 92
RETRIEVE ORDER DATA INCLUDING ITEM LIST AND ITEM CHARACTERISTICS 94
COMPARE TOTAL ORDER SIZE TO POSTAL RATES 96
ORDER SIZE EXCEEDS POSTAGE ALLOWANCE? 98
YES
NO
DETERMINE NUMBER OF PACKAGES REQUIRED 102
ASSEMBLE MULTIPLE PACKAGES & MAIL 104
ASSEMBLE SINGLE PACKAGE & MAIL 100

FIG. 13